

# SERVICE EXCELLENCE AWARDS 2024



## Foreword by Premier Alan Winde

When I travel the length and breadth of our province, I often make a point of visiting facilities for which we are responsible. When I arrive at a clinic, hospital, or eCentre, there must not be tea and muffins waiting for me. I make a point of doing unannounced visits so I can see and experience for myself the quality of the services we offer our citizens. Where there are challenges, I urge the Western Cape

Government staff I engage with to be honest with me so we can collectively address shortcomings. In cases where our facilities are excelling, I encourage staff to be proactive in seeking out ways to further improve our services.

This year marks the end of this administration's current term of office. It offers us an opportunity to reflect on all that we have achieved and what more we have to do to improve the lives of our citizens and residents. This is what I have been doing: looking back at the past years, learning how we can do better, every day, in service of the people of our province.

To the 90 000 members of our Western Cape Government "family", you are the lifeblood of this government. For all your passion, commitment and hard work, you deserve to be celebrated. It is because of you that we have been awarded the Top Employer certification, the first provincial government in the world to be awarded this accolade.

It is my pleasure and honour to once more host the 2024 Service Excellence Awards, recognising the exemplary officials who make our government the best in the country.